



Department of Medical Assistance Services
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Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID MEMO

TO: All Medical Doctors, Nurse Practitioners, Professional Midwives, Health Departments, Rural Health Clinics, Federally Qualified Health Centers, Laboratories, Pharmacies, Outpatient Clinics, and Managed Care Organizations Participating in the Virginia Medical Assistance Program

FROM: Cynthia B. Jones, Director
Department of Medical Assistance Services (DMAS)

MEMO: Special

DATE: 2/23/2016

SUBJECT: New Plan First ID Card Mailing Schedule - **Effective March 1, 2016**

The Department of Medical Assistance Services (DMAS) will be issuing a new Plan First ID card for Plan First members. The Plan First program pays for birth control and family planning services for women and men. **It is a limited benefit program and not considered full coverage Medicaid.**

New Plan First Identification Card Mailing Schedule – Beginning March 1, 2016

The new Plan First card will be **green and white** with the Plan First logo and will indicate “limited benefits”.



This card will replace the blue and white Medicaid card that Plan First members have used previously.

Beginning March 1, 2016, DMAS will begin issuing the new Plan First ID card to newly eligible Plan First members. Members who currently participate in the Plan First program will receive their new Plan First ID cards by mail based on the region in which they live. Please see the regional mailing schedule in this memo.

Until the member receives their new Plan First card, providers can continue to accept the blue and white Medicaid card however, **it is important to verify eligibility prior to providing services. Covered services are limited to family planning services and supplies; non-covered services will not be reimbursed.** Beginning April 18, 2016, providers should discontinue

accepting the blue and white Medicaid card for Plan First members as they will no longer be valid for Plan First members.

REGION	LOCALITIES INCLUDED			MAILING DATES
Central	Accomack Caroline Colonial Heights Emporia Fredericksburg Hanover King and Queen Lancaster Mecklenburg Northampton Petersburg Prince George Southampton Surry	Amelia Charles City Cumberland Essex Goochland Henrico King George Lunenburg Middlesex Northumberland Powhatan Richmond City Spotsylvania Sussex	Brunswick Chesterfield Dinwiddie Franklin City Greensville Hopewell King William Mathews New Kent Nottoway Prince Edward Richmond Co Stafford Westmoreland	March 1 – March 4, 2016
Far Southwest	Bland Carroll Grayson Russell Tazewell	Bristol Dickenson Lee Scott Washington	Buchanan Galax Norton Smyth Wise	March 7 – March 11, 2016
Halifax	Amherst Charlotte Lynchburg	Appomattox Danville Pittsylvania	Campbell Halifax	March 7 – March 11, 2016
Northern	Alexandria Culpeper Falls Church Loudoun Page Shenandoah	Arlington Fairfax City Fauquier Manassas City Prince William Warren	Clarke Fairfax Co Frederick Manassas Park Rappahannock Winchester	March 14 – March 18, 2016
Lower Southwest	Alleghany Bedford Co Covington Franklin Co Highland Montgomery Radford Rockbridge	Bath Botetourt Craig Giles Lexington Patrick Roanoke City Salem	Bedford City Buena Vista Floyd Henry Martinsville Pulaski Roanoke Co Wythe	March 21 – March 25, 2016
Tidewater	Chesapeake Isle of Wight Norfolk Suffolk York	Gloucester James City Poquoson Virginia Beach	Hampton Newport News Portsmouth Williamsburg	March 28 – April 1, 2016
Upper Southwest	Albemarle Charlottesville Harrisonburg Nelson Staunton	Augusta Fluvanna Louisa Orange Waynesboro	Buckingham Greene Madison Rockingham	April 4 – April 8, 2016
Residual	Any members that did not receive a card yet in previous mailings			April 4 – April 8, 2016

“DMAS Billing Procedures for Plan First and More” is a document that provides a complete listing of services and supplies covered by Plan First, along with specific billing codes and requirements. This document as well as other Plan First program material, is available at

http://www.dmas.virginia.gov/Content_pgs/mch-home.aspx under Plan First. Members may visit www.planfirst.org for more information.

COMMONWEALTH COORDINATED CARE

Commonwealth Coordinated Care (CCC) is a new program that is coordinating care for thousands of Virginians who have both Medicare and Medicaid and meet certain eligibility requirements. Please visit the website at http://www.dmas.virginia.gov/Content_pgs/altc-home.aspx to learn more.

MANAGED CARE ORGANIZATIONS

Many Medicaid recipients are enrolled with one of the Department's contracted Managed Care Organizations (MCO). In order to be reimbursed for services provided to an MCO enrolled individual, providers must follow their respective contract with the MCO. The MCO may utilize different prior authorization, billing, and reimbursement guidelines than those described for Medicaid fee-for-service individuals. For more information, please contact the MCO directly. Additional information about the Medicaid MCO program can be found at http://www.dmas.virginia.gov/Content_pgs/mc-home.aspx.

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, payment status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KEPRO's Provider Portal at <http://dmas.kepro.com>.

KEPRO PROVIDER PORTAL

Providers may access service authorization information including status via KEPRO's Provider Portal at <http://dmas.kepro.com>.

"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.